

WHAT IS CLAIMED IS:

1. A system for evaluating a network management tool, the system comprising:
a configuration management request (CMR) cost calculator;
a problem management request (PMR) cost calculator;
a service creation accelerated revenue (SCAR) cost calculator; and
an evaluator in communication with the CMR cost calculator, the PMR cost calculator, and the SCAR cost calculator.
2. The system of claim 1, further comprising:
a configuration management software calculator, wherein the evaluator is in communication with the configuration management software calculator.
3. The system of claim 1, further comprising:
an internal communication cost calculator, wherein the evaluator is in communication with the internal communication cost calculator.
4. The system of claim 1, further comprising:
an SLA/downtime cost calculator, wherein the evaluator is in communication with the SLA/downtime cost calculator.
5. The system of claim 1, wherein CMR calculator comprises:
an adjusted CMR cost calculator.

6. A method for evaluating a network management tool, the method comprising:
- calculating a total cost of ownership for a communication network;
 - calculating a potential cost avoidance realizable through the network management tool;
 - calculating a potential service creation accelerated revenue realizable through the network management tool; and
 - determining an evaluation factor for the network management tool, wherein the evaluation factor corresponds to the total cost of ownership, the potential cost avoidance and the potential service creation accelerated revenue.
7. The method of claim 6, further comprising:
- calculating an investment realization for the network management tool.
8. The method of claim 6, wherein determining an evaluation factor comprises:
- determining a return on investment.
9. The method of claim 6, wherein calculating the potential cost avoidance comprises:
- calculating an adjusted PMR cost.
10. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an PRM cost savings realizable through the network management tool.

11. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an adjusted CMR.

12. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating a CMR cost savings realizable through the network management tool.

13. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating a configuration management license and maintenance avoidance savings.

14. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an adjusted configuration management license and maintenance cost.

15. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an adjusted internal communication cost.

16. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an internal communication cost savings realizable through the network management tool.

17. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an adjusted SLA/downtime cost savings realizable through the network management tool.

18. The method of claim 6, wherein calculating the potential cost avoidance comprises:

calculating an SLA/downtime cost savings realizable through the network management tool.

19. The method of claim 6, wherein the step of calculating the potential service creation accelerated revenue comprises:

calculating an estimated new product revenue for a first period; and

calculating a change in a service activation process.

20. A method for evaluating a network management tool, the method comprising:
- calculating a total cost of ownership for a communication network;
 - calculating a potential cost avoidance realizable through the network management tool; and
 - determining an evaluation factor for the network management tool, wherein the evaluation factor corresponds to the total cost of ownership and the potential cost avoidance.
21. The method of claim 20, further comprising:
- calculating a potential service creation accelerated revenue realizable through the network management tool.
22. The method of claim 21, wherein calculating the potential service creation accelerated revenue comprises:
- calculating an estimated new product revenue for a first period; and
 - calculating a change in a service activation process.
23. The method of claim 20, further comprising:
- calculating an investment realization for the network management tool.
24. The method of claim 20, wherein calculating the potential cost avoidance comprises:

calculating an adjusted PMR cost.

25. The method of claim 20, wherein calculating the potential cost avoidance comprises:

calculating an PRM cost savings realizable through the network management tool.

26. The method of claim 20, wherein calculating the potential cost avoidance comprises:

calculating an adjusted CMR.

27. The method of claim 20, wherein calculating the potential cost avoidance comprises:

calculating a CMR cost savings realizable through the network management tool.

28. A system for evaluating a network management tool, the system comprising:
- means for calculating a total cost of ownership for a communication network;
 - means for calculating a potential cost avoidance realizable through the network management tool; and
 - means for determining an evaluation factor for the network management tool, wherein the evaluation factor corresponds to the total cost of ownership and the potential cost avoidance.
29. The system of claim 28, further comprising:
- means for calculating a potential service creation accelerated revenue realizable through the network management tool.